



## **Hurricane Katrina Telephone Hot Lines**

Updated September 19, 2005

**24-Hour Toll-Free Line – 1 (800) FED INFO (1-800-333-4636) for any Question about Government**

### **Survivor Assistance Hot Lines**

#### FEMA Assistance

Call 1-800-621-FEMA (1-800-621-3362)–TTY 1-800-462-7585—or register online for assistance. You can request FEMA assistance or review your previous request. Available in English and Spanish, 24 hours a day, 7 days a week. (Federal Emergency Management Agency, FEMA)

#### Contract Opportunities

Call 1-888-4USADOC (1-888-487-2362) to get direct business counseling from an expert to navigate the federal contracting process for government Gulf Coast reconstruction contracts. Available in English and Spanish from 8 a.m. to 6 p.m. Monday through Friday. (Department of Commerce)

#### Business Disaster Loans

Call 1-800-659-2955 for program information or to receive a status update on your loan request. Available in English and Spanish, 6 AM to 11 PM EDT. (Small Business Administration, SBA)

#### Consumer Help Line and Fraud Complaints

Call 1-877-FTC-HELP (1-877-382-4357) to report consumer fraud to the Federal Trade Commission. Available in English and Spanish from 9 a.m.-8 p.m. Eastern Time Monday through Friday. (Federal Trade Commission, FTC)

#### Credit Unions and Credit Union Members

Call 1-800-827-6282 for information for Credit Unions and Credit Union Members affected by Hurricane Katrina.

The following extensions must be dialed for inquiries regarding:

Alabama, Mississippi: x3049

Louisiana: x4049

Data Processing: x8049

#### Gas Gouging

Call 1-800-244-3301 if you believe there may be gas price-gouging, or price-fixing.

#### Government Corruption

Call 1-800-CALL-FBI (1-800-225-5324) to report information or complaints of public corruption and/or government fraud in the aftermath of Hurricane Katrina. Available 24 hours a day, 7 days a week. (Federal Bureau of Investigation, FBI)

#### Identity Theft

Call 1-877-ID-THEFT (1-877-438-4338) if you are a victim of identity theft. Available in English and Spanish from 9 a.m. to 8 p.m.

#### Lost Bank Records, ATM Cards, Reach Your Bank and More

Toll-free 1-877-ASK-FDIC, (1-877-275-3342). Open 24/7. (Federal Deposit Insurance Corporation, FDIC)

### Louisiana Schools

Call 1-877-453-2721 for information on Louisiana Schools. Available from 8 a.m. to 4 p.m. CT from Monday through Friday. (Louisiana Department of Education)

### Mail Delivery

Call 1-800-ASK-USPS (1-800-275-8777) to change your address, if you are unable to accept mail delivery at your permanent address. Available 8 AM to 8:30 PM, Monday through Friday, and 8 AM to 6 PM on Saturdays. (U.S. Postal Service)

### National Flood Insurance Program

Call 1-800-638-6620 to file a claim or for program information. Available in English and Spanish, 8 AM to 8 PM daily. (Federal Emergency Management Agency, FEMA)

### Social Security Benefits

Call 1-800-772-1213, TTY 1-800-325-0778, if you currently receive benefits from the Social Security Administration and are unable to get your payment. Available in English and Spanish, from 7 AM to 7 PM, Monday through Friday. (Social Security Administration)

### Student and Exchange Visitor Program

Call 1-800-961-5294 for information for international students who have been impacted by Hurricane Katrina including the 30-day reporting requirement, ability to find temporary housing, and the ability to transfer to another SEVIS-certified school.

### Tax Matters (Federal)

Call 1-866-562-5227 to find out about tax relief, get a copy of your tax return transcript and receive a disaster tax loss kit. Available from 7 a.m. to 10 p.m. Monday through Friday.

### Unemployment Assistance for Disaster Survivors

Call 1-866-4-USA-DOL, 1-866-487-2365 for more information on registering for unemployment insurance and disaster unemployment assistance. Available in English and Spanish 24 hours a day. (U.S. Department of Labor)

## **Find Family and Friends Hot Lines**

### Hurricane Wilma Assistance to Americans in Mexico

The U.S. State Department has a 24-hour task force to oversee the U.S. response to the damage in Mexico, as well as a Call Center to handle queries from the public. The Call Center can be reached toll free at 1-888-407-4747 or from overseas at 1-202-501-4444. The U.S. Embassy in Mexico can be reached from inside Mexico at 01-55-5080-2000 and from the U.S. at 011-52-55-5080-2000.

### East Baton Rouge Parish Shelter Search and Hotline

Search online to find residents in East Baton Rouge Parish Red Cross Shelters. Or, call their 24-hour hot line at 225-389-2176, and give the operator the name of the missing person, their address and date of birth.

### Family Call Center for Relatives of those Who Perished in Katrina

Concerned relatives, who are unable to find a missing loved one and fear the worst, should call 1-866-326-9393. Family members can call toll-free 24 hours a day, 7 days a week. This number is specifically for those concerned that a loved one may be deceased. The official government center is a joint effort by the State of Louisiana and FEMA.

### Family News Network from the American Red Cross

The American Red Cross allows you to locate all evacuees who have reported in safe, or register yourself. Those without Internet access can call toll-free hotline 1 877-LOVED-1S (1 (877) 568-3317). Due to the extent of the damage and the number of people displaced, concerned friends and family members are encouraged to visit the site daily to consult the list, as it will be updated continuously.

### Missing Children

Call 1-888-544-5475 if you are searching for someone, or are caring for a child who is separated from his or her family. (Department of Justice and the National Center for Missing and Exploited Children)

### More Ways to Find Family and Friends on FirstGov

Evacuees and survivor lists, Next of Kin Registry and more resources to locate family and friends.

## **Donate and Volunteer Hot Lines**

### American Red Cross Disaster Relief Fund

Call 1-800-HELP-NOW (1-800-435-7669) to donate money.

### Business Contributions to the Relief Effort

Call 1-888-4USADOC (1-888-487-2362) to coordinate private sector contributions with those who need those contributions on the ground. Available from 8 a.m. to 8 p.m. (Department of Commerce)

### Donation and Volunteer Line

Toll-free 1-877-USACORPS (1-877-872-2677). Call to donate goods and services, or volunteer your time. 8 AM to 8 PM EDT, daily. In English. (The White House)

### Medical Professionals Volunteer

Call 1-866-KAT-MEDI. The Department of Health and Human Services hotline. Requests are being taken for health and medical volunteers to work in the hurricane affected areas.

## **Health and Safety Hot Lines**

### Cancer Patients and Oncologists

Call 1-800-4-CANCER (1-800-422-6237) for information, referrals and support services for cancer patients and oncologists affected by Hurricane Katrina. Available in English and Spanish, from 9 AM to 4:30 PM, Monday through Friday. (National Cancer Institute)

### Cancer Patients in National Cancer Institute Sponsored Clinical Trials

Call 301-496-5725 if you are participating in a NCI-sponsored clinical trial, in a hospital or oncology practice located in the hurricane-affected region. Available from 8:30 AM to 5:00 PM EDT. (National Cancer Institute)

### Drug and Drug Product Information

Call 1-888-INFO-FDA (1-888-463-6332) for information on the use of drugs that have been potentially contaminated by flooding or unsafe water, and the use of temperature-sensitive drug products that have been involved in a temporary electrical power failure. Available from 8 AM to 4:30 PM EST, Monday through Friday. (Food and Drug Administration, FDA)

### Food Safety

Call 1-888-MPHotline (1-888-674-6854) with food safety questions. Available in English and Spanish, from 10 AM to 4 PM EDT, Monday through Friday.

### Health and Safety

Call 1-800-CDC-INFO (1-800-232-4636), TTY 1-888-232-6348, for information on hazards, safe clean up, and preventing illness and injury. Available in English and Spanish, 24 hours a day, 7 days a week.

### Medical Consultation Line

Call 1-866-887-2842 for telephone medical consultation service for all patients affected by Hurricane Katrina. Medical experts at the National Institutes of Health, academic medical centers and the nation's medical professional societies are available to provide medical consultations on a wide array of medical problems. Available 24 hours a day, 7 days a week. (National Institutes of Health, NIH)

### Mental Health Crisis Counseling

Call 1-800-273-TALK (1-800-273-8255), TTY 1-800-799-4889, if you or a loved one are in emotional distress or suicidal in the aftermath of Hurricane Katrina. You will speak to trained staff who will give you immediate access to local resources, referrals and expertise. Available 24 hours a day, 7 days a week. (Department of Health and Human Services)

## **Housing Hot Lines**

### Emergency Katrina Housing Programs, HUD

HUD has established a single toll-free housing hot line, 1-888-297-8685, to assist the victims of Hurricane Katrina. Available from 7 a.m. to 8 p.m. CDT, seven days a week.

### Emergency Katrina Housing Programs, USDA

Housing Hot Line: 1-800-414-1226. Toll-free number for USDA housing loan borrowers, USDA rental housing residents and other displaced persons.

## **Federal Employees, Military and Veterans Hot Lines**

### Federal Employees Impacted by Katrina

1-800-307-8298: Toll-free Helpline for current and retired federal employees and annuitants, who have been impacted by Hurricane Katrina. (Office of Personnel Management, OPM)

### Military Families One Source

Toll-free 1-800-342-9647. For military members or families in need of counseling services or Red Cross Armed Forces Emergency Service Centers. Available 24 hours a day, 7 days a week. English only.

### Veterans Medical Care, Prescription Drugs, Compensation and Benefit Checks

Call 1-800-507-4571 for information on medical care or prescription drugs from Veterans Affairs. Available 24 hours a day. Call 1-800-827-1000 for information about compensation or benefit checks from Veterans Affairs.

## **International Evacuees and Foreign Nationals**

If you are a tourist or other foreign national affected by a hurricane in the U.S., you can contact your consulate at the number listed below:

Consulat General de France: 337-291-5493

Consulat General du Canada : 214-721-1833

Consulat General de Belgique: 404-659-2150

Consulado General de Mexico : 713-271-6800

Consulado General de Guatemala 713-953-9531

Consulado General de El Salvador 713-270-6239

Consulado General de Costa Rica 713-266-0484

Consulado General de Honduras 713-667-4693

Consulado General de Nicaragua 713-789-2762

Consulado General de Panamá 713-417-8476

If your consulate's office is not listed here, please call: 337-291-5474